

## PAST PERFORMANCE QUESTIONNAIRE

The US Army Space & Missile Defense Command has issued a competitive solicitation to provide unarmed access control services to federal facilities to prevent the unauthorized access to offices, equipment, material, and documents. This past performance questionnaire was included in the solicitation. The information provided will be used to award a federal contract. Therefore, it is important that you provide factual and accurate information. Please return the completed questionnaire to the address below before April , 2003.

US Army Space & Missile Defense Command  
SMDC-CM-AK, Gladys Erskine  
P.O. Box 1500  
Huntsville, AL 35807-3801

Contract Number: \_\_\_\_\_

Contractor's Name \_\_\_\_\_

Contractor's Address \_\_\_\_\_

Status: ☐ Active ☐ Closed

Performance Period: From \_\_\_\_/\_\_\_\_/\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_

Original Contract Amount: \_\_\_\_\_ Current Contract Amount: \_\_\_\_\_

Contract Method: Sealed Bid ☐ Competitive ☐ Noncompetitive ☐ Follow-on ☐

Type Contract: \_\_\_\_\_

SOW Title: \_\_\_\_\_

Describe the scope and the tasks involved in performing the effort.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Evaluator's Name: \_\_\_\_\_ Job Title: \_\_\_\_\_

Evaluator's Address: \_\_\_\_\_

Evaluator's Telephone # \_\_\_\_\_ Fax # \_\_\_\_\_

Time Length associated with contract: Pre-award \_\_\_\_ Post-contract award \_\_\_\_ Years \_\_\_\_

\_\_\_\_\_  
Evaluator's Signature

\_\_\_\_\_  
Date

**Please provide a narrative or multiple-choice answer to the following questions.**

During contract performance, describe any problem(s) encountered that were not in the best interest of your organization. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If problems occurred that are unfamiliar to you, please provide the name, title, address, and telephone number of another individual with knowledge of the situation and causes.

\_\_\_\_\_

\_\_\_\_\_

Provide the names, title, and telephone number of anyone else who might have past performance information about the offeror.

\_\_\_\_\_

\_\_\_\_\_

Was the safety of Department of Defense (DoD) employees and/or facilities involved in the performance of this contract? Yes \_\_\_ No \_\_\_ If yes, please describe below.

\_\_\_\_\_

\_\_\_\_\_

Performance Place: DoD Facilities \_\_\_ Non-DoD Federal Facilities \_\_\_ State Govt \_\_\_  
Local Govt \_\_\_ Other location (describe) \_\_\_\_\_

Performance Site Name and Address: \_\_\_\_\_

\_\_\_\_\_

Estimate the number of individuals employed by your organization that directly benefited from the services performed for the contract. \_\_\_\_\_

Were security clearances required for contractor service personnel? Yes \_\_\_ No \_\_\_

If security clearance were required, identify the level or type required.

\_\_\_\_\_

If a security clearance was required, estimate the percentage of contractor personnel with the required clearance when the contract started. 25% \_\_\_ 50% \_\_\_ 75% \_\_\_ 100% \_\_\_

Do you have any reservation(s) about recommending a future contract award to this company? Yes \_\_\_ No \_\_\_ Please explain why.

\_\_\_\_\_

\_\_\_\_\_

**On the line in front of the questions below insert the letter in parenthesis that most accurately describes the contractor's past performance.**

**Exceptional (E)** - Performance meets/met contractual requirements and exceeded many of the contracts requirements to the Government's benefit. Contract performance was accomplished with few minor problems and corrective actions taken by the contractor were highly effective.

**Very Good (VG)** - Performance meets/met contractual requirements and exceeded some of the contracts requirements to the Government's benefit. The contract performance was accomplished with some minor problems and corrective actions taken by the contractor were effective.

**Satisfactory (S)** - Performance meets/met contractual requirements. The contract performance was accomplished with some minor problems and corrective actions taken by the contractor appear or were satisfactory.

**Marginal (M)** - Performance did not meet some contractual requirements. The contractual performance reflects a serious problem for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.

**Unsatisfactory (U)** - Performance did not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance contains serious problem(s) for which the contractor's corrective actions appear or were ineffective.

- \_\_\_ 1. Assess the appropriateness of the number of staff provided to perform the contract.
- \_\_\_ 2. Describe the qualifications of the personnel used to perform the contract.
- \_\_\_ 3. Identity the communication skill level exhibited by contractor personnel.
- \_\_\_ 4. Describe the ability of the staff to quickly identify threatening situations.
- \_\_\_ 5. Describe the suitability of the organization structure for performing the contract.
- \_\_\_ 6. Assess the program manager's authority to make timely decisions.
- \_\_\_ 7. Describe the contractor's commitment to provide training to update employees' knowledge and skills of threat detection and remediation.
- \_\_\_ 8. Describe the level of contract compliance exhibited by the contractor.
- \_\_\_ 9. Assess the timely replacement of contractor staff with qualified personnel.
- \_\_\_ 10. Identify how the contractor resolved unexpected performance issues.